

Office of Environmental Services

Five Year Strategic Plan

July, 2000 – June, 2005

Agency Number: 13-852
Program: Environmental Services Program
Program Authorization: La. R.S. 30:2011(C)(1)(d)

Vision

The vision of the Environmental Services Program is to ensure that the citizens of Louisiana have a healthy and clean environment to live and work in for present and future generations.

Mission

The mission of the Environmental Services Program is to ensure that the citizens of Louisiana have a clean and healthy environment to live and work in for present and future generations. This will be accomplished by regulating pollution sources through permitting activities which are consistent with laws and regulations, by providing interface between the department and its customers, by providing a complaint hotline and improved public participation, by providing environmental assistance to small businesses, by providing environmental information to schools, and by working with communities and industries to resolve issues. The permitting activity will provide single entry/contact point for permitting, including a multimedia team approach; providing technical guidance for permit applications; improved permit tracking; and the ability to focus on applications with the highest potential for environmental impact.

Philosophy

The philosophy of the Environmental Services Program is to make efficient use of available resources to conduct operations that consider both environmental impact and economic impact. Education and other outreach methods will be utilized to disseminate information and promote public awareness. Decisions will be based on sound, comprehensive information that is scientifically and economically supported. Customer assistance will be provided to the regulated community in the application process. The permit process will assure that facilities have the information they need to maintain compliance with state and federal regulations.

Goal

To maintain and enhance the environment of Louisiana through permitting and licensing, by conducting a multimedia business assistance program, and by sponsoring and supporting programs that increase public awareness of Louisiana's environmental issues.

Objective 1:

The Environmental Services Program, through the permits activity, will process 75% of incoming permit applications in FY 2000-2001 and increasing to 90% between July 1, 2000 and June 30, 2005.

Strategies:

- 1.1 Provide high quality technical evaluations/draft permits for all media permit activities, in a timely manner.
- 1.2 Maintain program integrity by continuing to meet all applicable state and federal mandates to ensure that all facility operations are protective of human health and the environment.
- 1.3 Provide requisite permitting data for appropriate EPA databases.
- 1.4 Continue to identify strategies to reduce the National Pollution Discharge Elimination System administrative permits.
- 1.5 Continue to issue major and minor Louisiana Pollution Discharge Elimination System permits, including Stormwater General Permits.
- 1.6 Continue to issue major air permits that are in compliance with the Clean Air Act.
- 1.7 Update public participation procedures to address concerns of the general public.

Performance Indicator

Outcome: Percent of applications received for new facilities and substantial modifications where final action has been taken.

Objective 2:

The Environmental Services Program, through the permits activity, will ensure that 100% of facilities that receive, acquire, possess, own, use, transfer, or store any source of radiation develop and implement an adequate radiation safety program between July 1, 2000 and June 30, 2005.

Strategies:

- 2.1 Provide effective radiation protection by registering radiation-producing machines, by licensing radioactive materials, including Naturally Occurring Radiation Material, and by the certification of industrial radiographers.
- 2.2 Process and issue 100% of all license and registration action requests within 30 days of receipt.
- 2.3 Review certification and maintain applicable database of industrial radiographers.

Performance Indicator

Efficiency: Percentage of radioactive material applications for registration, licensing and certification processed within 30 days of receipt.

Objective 3:

The Environmental Services Program, through the environmental assistance activity, will conduct a multimedia awareness and assistance program to improve voluntary stakeholder participation and business compliance with environmental regulations by responding to 96% of requests for information and/or assistance between July 1, 2000 and June 30, 2005.

Strategies:

- 3.1 Increase public awareness of environmental issues by sponsoring, supporting, or conducting and/or participating in multi-media events addressing water and air quality, solid and hazardous waste, groundwater, wetlands and water treatment issues.
- 3.2 Arrange pre-permit meetings to inform applicant of requirements and available support for new or expanding businesses requiring DEQ permits.
- 3.3 Provide technical assistance regarding pollution prevention to small and medium-sized companies (Louisiana Small Business Assistance Program).
- 3.4 Provide citizens facing potential environmental hazards with opportunities to learn more about environmental issues and their solutions through facilitated interaction with industry representatives.
- 3.5 Provide litter awareness and education efforts in cooperation with local volunteer organizations regarding ongoing litter reduction and beautification efforts.
- 3.6 Conduct awareness activities regarding recycling and waste minimization efforts.
- 3.7 Continue the implementation of the Barataria-Terrebonne National Estuary Program public outreach and classroom education Action Plans by developing and disseminating program information.
- 3.8 Encourage and support efforts by government subdivisions to recycle and increase the number of government subdivisions reporting recycling programs to 39 by 2018 by providing training and assistance on use of reporting and measurement devices. (Vision 2020, Objective 3.4.7)

Performance Indicators

Efficiency: Percent of responses to requests for compliance assistance within 90 days.

Percent of responses to requests for information from stakeholders and the regulated community through brochures, seminars, lectures, and the media.